



**State of California  
Water Resources Control Board**



**electronic Self-Monitoring Reports<sup>2</sup>  
Outreach & Training Plan**

**June 3, 2008**

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## I. Introduction and Background

The State Water Resources Control Board, in partnership with the Regional Water Quality Control Boards, is responsible for implementing the federal Clean Water Act and the Porter-Cologne Water Quality Control Act. The Water Board implements these acts, in part, by regulating facilities that discharge wastewater into surface waters, ground waters and landfills of the state.

The State Water Board has been authorized by the Board's Division of Water Quality (DWQ) to modify its current electronic Self-monitoring Report (eSMR) system with a new enhanced version called eSMR<sup>2</sup>. This new system will support the administration of California Individual NPDES permits and integrate with the existing California Integrated Water Quality System (CIWQS) eSMR module. The following documents the plan to conduct outreach and training sessions to promote the use of eSMR<sup>2</sup> by Water Boards staff and California individual NPDES permit holders. This document provides a detailed, objective-driven plan to guide the processes of (1) informing staff and dischargers of the Water Boards about the eSMR<sup>2</sup> application, and; (2) providing training of the use of the software. The Plan is designed in two (2) primary sections:

- **Section I – Outreach**, is designed to ensure that staff and dischargers receive timely, accurate information about the project in a format that is readily accessible. It includes Scope and Objectives, Roles and Responsibilities, Assumptions and Constraints, Methods of Communication, suggested Outreach Activities, and a Status Update Schedule.
- **Section II – Training Plan**, is designed to guide the training process to successful completion by identifying and tracking the elements of planning, monitoring, delivering and evaluating training. It includes Scope and Objectives, Roles and Responsibilities, Assumptions and Constraints, descriptions of training materials, details of course content, and training schedule.

The Appendices include a Training Evaluation Form, Trainee Sign-In Sheet, and Inventory of Workbooks.

## II. Outreach Plan

eSMR<sup>2</sup> will change the way the Water Board's manage its programs. It will automate data collection processes, replace paper and fragmented spreadsheet repositories, and reduce manual work steps. In addition, the Water Boards will expand its use of the Internet to conduct business with stakeholders, provide higher quality information, reduce the reporting burden on customers, and provide better customer service.

### Communication Channels and Objectives

The scope of the Plan is limited to design, development and implementation of communication channels and, in a cross-over to the Training Plan, a methodology for providing training to external stakeholders, defined as Regional Water Boards and the dischargers. [Please see Section II Training Plan, Type of Training, below.] The communication channels to be used:

#### Project Website

The project website will be used as a primary communication channel. Specifically, the website's objective is to provide an information repository for all project related information.

#### Meeting Attendance

Attendance at key meetings by members of the Outreach and Training (O&T) team will be used as a secondary communication channel to communicate progress and events related to eSMR<sup>2</sup> and create "buy-in" from key stakeholders. Their attendance is detailed in the table below:

Meeting	O&T Member(s)	Audience
NPDES Roundtable	Rassam Zarghami	State and Regional Board Permit Writers
Internal Staff CIWQS User Group	Jarma Bennett/ John Ginn/ Rassam Zarghami	State and Regional Board CIWQS Power Users
Enforcement Roundtable	Rassam Zarghami	State and Regional Board Enforcement Staff
CIWQS Steering Committee	Jarma Bennett/ Ron Robinette	CIWQS Internal and External Stakeholders
MCC	Val Connor	Regional Board Executive Officers, State Board Exec's
AEO	Darrin Polhemus/ Val Connor	Regional Board Assistant Executive Officers
State Board	Jarma Bennett	State Board Members, Dischargers, Public
Regional Board	Jarma Bennett	Regional Board Members, Dischargers, Public

## **Newsletter**

The newsletter will be used as another secondary communication channel. Specifically, the newsletter scope and objectives are to:

- Design a framework and format that meets eSMR user needs.
- Develop content.
- Develop an Update Schedule.
- Deliver updated newsletter content according to schedule.

## **Roles and Responsibilities**

During the eSMR<sup>2</sup>, the following roles and responsibilities are agreed to with respect to Outreach activities:

State Water Board Staff will:

- Review and approve the suggested communications format and framework.
- Identify a specific lead contact for every communication channel.
- Review and approve a delivery schedule for newsletter content.
- Provide specific content for each meeting, and newsletter as best suits the project and stakeholder needs.
- Provide

Regional Board and Discharger Staff will:

- Work with State Board staff to iterate and deliver an effective newsletter.
- Meet with the eSMR<sup>2</sup> Outreach and Training Subcommittee and attend meetings, as necessary.
- Provide a 5-day turnaround of edits and reviews.
- Provide content to the State Board's designated contact person.

## **Assumptions and Constraints**

The following assumptions were taken into consideration in the development of the Outreach Plan:

- All communication channels will require updates.
- The eSMR<sup>2</sup> Project Sponsor may request additional support to outreach activities as yet unspecified.
- Such requests will be mutually reviewed for impact to project scope and resources. Where possible such requests will be supported.
- Training of dischargers and Regional Board staff is the priority of the Training and Outreach effort. No public outreach will be conducted at this time.

The following constraint was taken into consideration in the development of the Outreach Plan:

- Time and resources management will control the decision making process relative to additional requests for Outreach support.

## **Newsletter Schedule**

In order to provide timely status updates to the stakeholders of eSMR<sup>2</sup> the newsletter will be updated and released on a time-phased schedule of every two (2) months. The first newsletter will be sent out in late August/early September and every two months thereafter.

## **Newsletter Distribution**

- Archive on eSMR<sup>2</sup> Website
- Postal Mail to Individual NPDES Dischargers
  - 1<sup>st</sup> two newsletters sent via postal mail then discontinued in favor of electronic format
- E-mail to eSMR list serv

## **Newsletter Content**

- Limit content to two pages, front and back
- Rollout schedule
- Training schedule
- Hot issues/FAQs
- How to/Most common problem/hyperlink to user guides
- Up and coming changes/Production Release Schedule
- Contact Information (Help/Training)
- Discharger of the Month
- Testimonials

## **Outreach Activities**

Regional Board staff and dischargers attending regional training sessions will receive formal lecture based training coupled with hands-on use of the system. The Trainers will perform a system demonstration based on application functionality and be available to answer questions pertaining to the system components. These Trainees will use Training Workbooks pertinent to the components of eSMR<sup>2</sup>. Computer workstations with the eSMR<sup>2</sup> application will be available for these training sessions, Trainees will have the opportunity to experience the application with the assistance of a Trainer.

### III. Training Plan

#### Training Scope and Objectives

This section outlines the approach for delivering eSMR<sup>2</sup> application training. The Training Plan provides an overview of the training methodology, the curriculum and schedule of training events. The schedule is broken down by user group and includes date ranges and training sites. This section specifies the content, structure, audience, media, and format of the training for the eSMR<sup>2</sup> system for each group.

The objective of the current project is to develop and implement an effective Training and Outreach Program for the many users and stakeholders of eSMR<sup>2</sup>. Specifically, the project's objectives are to:

- Design, implement and deliver training to several different groups of users including Regional Board staff, Dischargers, and the CIWQS Help Desk;
- Develop content and Test Conditions for the test phases;
- Develop training materials for on-going use of the system.

#### Roles and Responsibilities

During the development of training materials, application testing and delivery of training for eSMR<sup>2</sup> the following roles and responsibilities are agreed to:

State Water Board Staff will:

- Work with the eSMR<sup>2</sup> User Group Staff to develop and deliver effective training materials and training courses;
- Confer with eSMR<sup>2</sup> User Group during the course development process to obtain user feedback and determine functional groupings for courses;
- Work with eSMR<sup>2</sup> User Group to support their functions, gathering their subject matter expertise for training artifact and course refinement;
- Be present during both levels of Application Testing (Alpha and Beta) to observe and capture the testers' frequently asked questions and comments on system functionality;
- Provide Draft training materials for Alpha Testing to support testing;
- Provide test scripts/scenarios to be executed by the test groups;
- Provide adequate training room and computer systems for training sessions;
- Manage user login accounts on behalf of the Regional Board Staff and Dischargers;
- Update training materials based on previous testing/training results.

Regional Board Staff will:

- Identify an office Super User, defined as those users who will support staff training in the eSMR<sup>2</sup> rollout phase;
- Assist State Board Staff in developing training class attendee lists;
- Perform prerequisite CIWQS transactions, as requested by the Trainers;
- Provide first level support for dischargers use of the system;
- Contact their office Super User with questions to be forwarded to Trainers and CIWQS Help Center staff, as needed;
- Prepare staff training schedules and ensure attendance at scheduled training sessions.

Discharger staff will:

- Attend training as requested by their Regional Board;
- Submit registration packet;
- Bring appropriate data samples/reports to training as requested by the Trainers;
- Manage user logons and notify CIWQS Help Center of personnel changes during rollout process.

## **Training Strategy**

Training delivery focuses on end-user roles and responsibilities. To be as effective as possible, training will be delivered as close to the actual go-live date as permissible. This ensures the training is delivered “just-in-time”, which facilitates maximum retention. Ideally, upon the successful completion of a course, end users will return to their work areas with access to the eSMR<sup>2</sup> system.

Specific learning objectives will be developed for each of the workbooks within the training program. The Learning Objectives serve two (2) primary purposes:

1. Provide the trainee with a brief summary of what the workbook is intended to teach.
2. Provide a framework for assessing the quality of the workbook content, i.e., did the course content meet the stated objective(s).

Courses are designed to train the required number of users. The length of time for each course is determined in great part by the size of the audience. By delivering training in groups, the Training Team will be able to concentrate the training where it is needed most, when it is needed most.



## Assumptions

Staff will be trained on system functionality specific to their role. Staff will be grouped together for classroom training based on like roles. This process establishes effective, efficient training of staff with similar tasks, and facilitates individual support by members of the same group. State Board Staff will work with Regional Board Office Super User's to ensure that accurate scheduling for training takes place. The [Regional Board Office Super User](#) is responsible for ensuring that their Regional Board staff and dischargers are scheduled for and attend classes.

The following assumptions were taken into consideration in the development of the eSMR<sup>2</sup> training plan:

- The eSMR<sup>2</sup> training team will jointly review and update the training plan as needed to accommodate new information and issues that impact or are expected to impact the overall training timeline and content.
- The eSMR<sup>2</sup> Test Environment will be made available on each training workstation.
- The Test Environment will be as up-to-date (with production) data as possible.
- The eSMR<sup>2</sup> training team will provide login information to the trainee.
- Training delivery is anticipated to last at least one year based on the current project schedule.
- Each training session will last no longer than three and one-half (3.5) hours in a single day.
- A list of trainees and their respective job functions/job titles will be provided to the training team at least one (1) month in advance of training.
- Course schedules will be completed by the Training Team with required assistance from appropriate Regional Board staff.
- Course schedules will be communicated to trainees by appropriate Regional Board staff.
- The Regional Board's will designate staff members, Super User's, who will provide training subsequent to the initial eSMR<sup>2</sup> training sessions.
- Post implementation, training on any system updates and/or updates to the training materials will be done by the eSMR<sup>2</sup> training team via WebEx to the Regional Board Super User's.
- Regional Board's will provide post implementation training to dischargers.
- All training materials will be posted on the eSMR<sup>2</sup> website.

## **Constraints**

- Training is limited to use of the eSMR<sup>2</sup> application.
- Any permit related questions must be handled by the Regional Board staff.
- eSMR<sup>2</sup> manages user perspectives based on internal roles and permissions therefore the staff to be trained will be defined by the appropriate staff at the Regional Boards.
- Some class's size is limited to ten (10) trainees per session. Training will be provided at Regional Board and/or Discharger sites, as available. [Refer to Description of Classes section below]

## **Test Phase Training**

The eSMR<sup>2</sup> project has two levels of testing, Alpha and Beta. Staff participating in the eSMR User Group will be involved in the testing processes. State Board staff will train the testers on testing protocol. The Training Team will develop test scripts/scenarios. Testers and the Training Team will have the opportunity to execute Test Scripts during both levels of testing. Draft training materials will be available during the testing phase. The Training and Outreach Team will be present during testing sessions to capture user interface issues, questions and concerns. These issues will be the basis for updating Draft Training materials post Alpha and Beta sessions, developing the Frequently Asked Questions (FAQ's) document, and for determining which topics are best suited for the Tutorial Video. Training Materials are discussed in more detail, below.

## **Type of Training**

eSMR<sup>2</sup> training consists of application training for end-users. As user security level permits, Trainees may expect to learn:

- Application Navigation
- Monitoring Report Creation and Maintenance
- Report Scheduling
- Their Role in eSMR<sup>2</sup>
- Getting Data into eSMR<sup>2</sup>, Getting Data Out
- Post Data Submission Review

Class subject matter will be determined in conjunction with the eSMR User Group staff to determine priority and scope of functionality. Trainees will receive formal classroom-based training session(s) where each trainee will use a workstation with access to eSMR<sup>2</sup>. Training sessions will follow the course of the training workbook allowing the Trainers to explain and demonstrate system functionality. Trainees will have the opportunity to practice course functionality at their own pace and ask questions of the Trainers.

## Description of Classes

The following table list the name of the classes offered, the estimated length of the class, and the key audience. The course content is still undergoing refinement as of June 3, 2008 and will be updated as needed:

<b>Class</b>	<b>Length</b>	<b>Audience</b>
<b>eSMR<sup>2</sup> 101 “Fundamentals”</b> <ul style="list-style-type: none"> <li>• Create schedule</li> <li>• System Overview</li> <li>• Setup for eSMR<sup>2</sup> 102</li> </ul>	1 hour WebEx	Regional Board Super User, Regional Board Caseworkers  12 classes total
<b>eSMR<sup>2</sup> 102 “Meet &amp; Greet”</b> <ul style="list-style-type: none"> <li>• System Overview</li> <li>• Obtain Logon Info</li> <li>• Hear FAQ’s</li> <li>• Appt for eSMR<sup>2</sup> 103 given</li> <li>• Setup for eSMR<sup>2</sup> 103</li> </ul>	2 hours @ Regional Board	Regional Board Super User, Regional Board Caseworkers, Dischargers  12 classes total
<b>eSMR<sup>2</sup> 103 “One-on-One”</b> <ul style="list-style-type: none"> <li>• System Overview</li> <li>• How to Upload</li> <li>• Getting Data Electronic</li> <li>• FAQ’s</li> </ul>	2 hours per Discharger @ Regional Board  1 class per day, 4 sessions per day	Regional Board Super User, Regional Board Caseworkers, Dischargers (with Legally Responsible Official)  48 classes total (800+ sessions)
<b>eSMR<sup>2</sup> 104 “Follow-up”</b> <ul style="list-style-type: none"> <li>• FAQ’s</li> <li>• Review of submissions</li> <li>• Questions</li> <li>• Lessons Learned</li> <li>• System Updates</li> </ul>	2 hours @ Regional Board	Regional Board Super User, Regional Board Caseworkers, Dischargers  12 classes total
<b>eSMR<sup>2</sup> 201 “eSMR<sup>2</sup> Support”</b> <ul style="list-style-type: none"> <li>• FAQ’s from RB’s</li> <li>• FAQ’s from Dischargers</li> <li>• Case Studies</li> <li>• Review of submissions</li> <li>• Questions</li> <li>• Lessons Learned</li> <li>• System Updates</li> </ul>	2 hours @ State Board	CIWQS Help Center Staff, Regional Board Super User  Quarterly starting in July

## Training Schedule

Once the final course curriculum and number of attendees at each course has been approved, a complete schedule including course title, date, time, room and expected attendees will be added to this plan and published by the eSMR User Group. [Coordination with the Regional Boards](#) is a key element to the success of training delivery. Detailed items such as vacation, training and conference schedules must be managed with an eye on the training schedule. It is the responsibility of the State Board to ensure attendance according to schedule.

### Pilot Rollout

The eSMR<sup>2</sup> system will be implemented in a phased approach starting with a three (3) facility pilot program. The training classes for the pilot will be closed to only the participating facility and their Case Worker and/or Regional Board Super User.

#### Facility 1 – Yuba City WWTF

Class	Location	Trainer	Date	Time
eSMR <sup>2</sup> 101	RB5 - Sac	All	6/24/2008	9am-10am
eSMR <sup>2</sup> 102	RB5 - Sac	All	6/24/2008	10am-12pm
eSMR <sup>2</sup> 103	RB5 - Sac	All	6/24/2008	1pm-3pm
eSMR <sup>2</sup> 104	Yuba City WWTF	All	7/14/2008	10am-12pm

#### Facility 2 – Aerojet Sacramento

Class	Location	Trainer	Date	Time
eSMR <sup>2</sup> 101	RB5 - Sac	All	7/8/2008	9am-10am
eSMR <sup>2</sup> 102	RB5 - Sac	All	7/8/2008	10am-12pm
eSMR <sup>2</sup> 103	RB5 - Sac	All	7/8/2008	1pm-3pm
eSMR <sup>2</sup> 104	Aerojet	All	8/5/2008	10am-12pm

#### Facility 3 – Paso Robles WWTF

Class	Location	Trainer	Date	Time
eSMR <sup>2</sup> 101	RB3	All	7/22/2008	9am-10am
eSMR <sup>2</sup> 102	RB3	All	7/22/2008	10am-12pm
eSMR <sup>2</sup> 103	RB3	All	7/22/2008	1pm-3pm
eSMR <sup>2</sup> 104	Paso Robles WWTF	All	8/19/2008	10am-12pm

**Phase 1 Rollout “Soft Opening”**

After the three (3) facility pilot program, dischargers and their facilities that participated in the eSMR User Group and eSMR<sup>2</sup> system development will be given the next opportunity to use the system. As with the Pilot rollout facilities, these users have intimate knowledge of the eSMR<sup>2</sup> system, therefore, have a better chance of adopting the system successfully. Training classes for the Phase 1 rollout will be closed to only the participating facility and their Case Worker and/or Regional Board Super User. The schedule has again been expedited because of existing knowledge by the users.

***Participating Organizations:***

Los Angeles Water and Power  
City of Santa Cruz  
Los Angeles County  
City of Los Angeles  
Orange County Sanitation District  
City of San Diego  
City of San Bernardino  
City of Roseville

Class	Location	Trainer	Date	Time
eSMR <sup>2</sup> 101	RB4 – LA/ WebEx	All	8/12/2008	9am-10am
eSMR <sup>2</sup> 102	RB4 – LA/ WebEx	All	8/12/2008	10am-12pm
eSMR <sup>2</sup> 103	RB4 – LA/ WebEx	All	8/12/2008	1pm-3pm
eSMR <sup>2</sup> 104	RB4 – LA/ WebEx	All	9/9/2008	10am-12pm

**Phase 2 Rollout “Grand Opening”**

After the Pilot and Phase 1 rollouts, the system will be evaluated for readiness to rollout to a full Regional Board office. Each of the 12 Regional Offices will have its own timeframe for training of the system. The first office chosen was the Redding office because of its limited number of dischargers and geographic location to the State Board. The number of facilities covered by the rollout is in parenthesis.

**Central Valley Regional Water Quality Control Board–Redding (66)**

<b>Class</b>	<b>Location</b>	<b>Trainer</b>	<b>Date</b>	<b>Time</b>
eSMR <sup>2</sup> 101	WebEx	John Don/Rassam Mike P.	9/2/2008	9am-10am
eSMR <sup>2</sup> 102	RB5 Redding	Don/Rassam Mike P.	9/16/2008	10am-12pm
eSMR <sup>2</sup> 103	RB5 Redding	Don/Rassam Mike P.	10/6- 10/10/2008	8am-5pm
eSMR <sup>2</sup> 104	RB5 Redding	Don/Rassam Mike P.	11/4/2008	10am-12pm

**Phase 3 Rollout “Extended Rollout”**

After the Pilot and Phase 1 and 2 rollouts, the system will be evaluated for readiness to rollout to the additional Regional Board Offices. Each of the 12 Regional Offices will have its own timeframe for training of the system. A detailed rollout schedule with the Regional Board offices is documented in Appendix B.

## **Training Materials**

A number of formal deliverables are required for this effort. The list of those specific to the training delivery task are set out below. Once all training Workbooks are completed they will be inventoried on the project website, Training Workbook Titles.

Training materials will be provided during the scheduled training sessions and provided to staff. Training materials will be developed utilizing current CIWQS templates whenever possible and delivered in both MS Word and posted on the eSMR User Group website. Training materials will be updated when necessary throughout the training duration. Post implementation, training on any system updates and/or updates to training materials will be done Regional Board staff. The key training materials include the following five (5) deliverables:

- Training Workbooks
- Quick Start Guide
- Business Rules Document
- Frequently Asked Questions (FAQ's)
- Training Tutorial Videos

### **Training Workbooks**

Multiple eSMR<sup>2</sup> Training Workbooks based on the CIWQS Workbook template will be prepared as a user guide for eSMR<sup>2</sup> system navigation and business use. The training workbook will detail the functional use of screens with text based instructions written from a user perspective. Transactions available on each screen will be defined.

### **Quick Start Guides**

The training team will create 1-2 page quick start guides to enable users an easy reference for system functions.

### **Business Rules Document**

The training team will facilitate a business rules document detailing rules for data entry/manipulation with the eSMR<sup>2</sup> system. This will need to cover both Discharger and Regional Board use of the system.

### **Frequently Asked Questions (FAQ's)**

The training team will compile a list of Frequently Asked Questions (FAQ's) with significant input from the eSMR User Group members and post on the project website. It will be updated by the Training Team as training occurs.

**Training Tutorial Videos**


The development of Training Tutorial Videos will be supported by the Training Team. The Training Team will create presentations demonstrating mouse movement and keystroke/keyboard manipulation of eSMR<sup>2</sup> screens. The Training Team will demonstrate common transactions within the eSMR<sup>2</sup> user screens and keystroke functions.

**Training Evaluation**

Users of the new eSMR<sup>2</sup> system will be encouraged to complete an optional, anonymous questionnaire upon the completion of each training session. This allows the user to comment on the effectiveness of the training sessions, as well as encourage additional feedback, such as what was missing from the training session, or what was most beneficial from the session. A sample copy of the training questionnaire may be found in Appendix A.



#### IV. Appendix A – Training Evaluation Form



## Evaluation Form

### **eSMR<sup>2</sup>** Alpha Testing

May 14, 2008 – Sacramento, California

Please take a few minutes to fill out the evaluation form. Your feedback will help us enhance and refine our future testing sessions. Thank you!

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#### **Participant Information**

Name (optional) \_\_\_\_\_

Please indicate your affiliation:

☐ State Board, Department \_\_\_\_\_ ☐ Regional Board, Region \_\_\_\_\_

☐ Other \_\_\_\_\_

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#### **Part I. Overall Evaluation**

Did this testing meet your expectations?	1      2      3      4      5 (Fell short of expectations)		(Exceeded expectations)
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How was the pace of the training presentation?	1      2      3      4      5 (too fast)		(too slow)
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What were the most valuable aspects of this testing?

What were the least valuable aspects of this testing?

What other items/topics should be covered in future eSMR<sup>2</sup> testing/training sessions?

## V. Appendix B – Training Schedule

### June 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23 eSMR² Beta Testing Starts	24 Yuba City 101, 102, 103 @ RB5-Sac	25	26	27	28
29	30					

### July 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4 State Holiday	5
6	7	8 Aerojet 101, 102, 103 @ RB5-Sac	9	10 eSMR² Beta Testing Ends	11 eSMR² Production Release	12
13	14 Yuba City 104 @ Yuba City WWTF	15	16 eSMR² 201 @ State Board	17 eSMR² Meeting @ State Board	18	19
20	21	22 Paso Robles 101, 102, 103 @ RB3	23	24	25	26
27	28	29	30	31		

### August 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 eSMR² Patch Release	2
3	4	5 Aerojet 104 @ Aerojet	6	7	8	9
10	11	12 Phase 1 101, 102, 103 @ RB4/WebEx	13	14	15	16
17	18	19 Paso Robles 104 @ Paso Robles	20	21	22	23
24	25 eSMR² Newsletter	26	27	28	29	30
31						

### September 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 State Holiday	2 Redding 101 @ WebEx	3	4	5	6
7	8	9 Phase 1 104 @ RB4/WebEx	10	11	12	13
14	15	16 Redding 102 @ RB5-Redding	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

### October 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 Sacramento 101 @ WebEx	2 Sacramento 101 @ WebEx	3 <b>eSMR<sup>2</sup> Patch Release</b>	4
5	6 Redding 103 @ RB5-Redding	7 Redding 103 @ RB5-Redding	8 Redding 103 @ RB5-Redding	9 Redding 103 @ RB5-Redding	10 Redding 103 @ RB5-Redding	11
12	13 <b>State Holiday</b>	14 Sacramento 102 @ RB5- Sacramento	15 <b>eSMR<sup>2</sup> 201 @ State Board</b>	16	17	18
19	20	21	22	23	24	25
26 <b>eSMR<sup>2</sup> Newsletter</b>	27	28	29	30	31	

### November 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4 Redding 104 @ RB5-Redding	5 <b>eSMR Summit @ State Board</b>	6 Fresno 101 @ WebEx	7	8
9	10	11 <b>State Holiday</b>	12 Sacramento 103 @ RB5- Sacramento	13 Sacramento 103 @ RB5- Sacramento	14 Sacramento 103 @ RB5- Sacramento	15
16	17 Sacramento 103 @ RB5- Sacramento	18 Sacramento 103 @ RB5- Sacramento	19 Sacramento 103 @ RB5- Sacramento	20 Sacramento 103 @ RB5- Sacramento	21 Sacramento 103 @ RB5- Sacramento	22
23	24	25	26	27 <b>State Holiday</b>	28 <b>State Holiday</b>	29/30

### December 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2 Fresno 102 @ RB5-Fresno	3	4	5 eSMR² Patch Release	6
7	8	9 Los Angeles 101 @ WebEx	10 Los Angeles 101 @ WebEx	11 Los Angeles 101 @ WebEx	12	13
14	15	16 Sacramento 104 @ RB5- Sacramento	17	18	19	20
21	22	23	24	25 State Holiday	26	27
28 eSMR² Newsletter	29	30	31			

### January 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 State Holiday	2	3
4	5	6 Fresno 103 @ RB5-Fresno	7 Fresno 103 @ RB5-Fresno	8 Fresno 103 @ RB5-Fresno	9	10
11	12 eSMR² 201 @ State Board	13 Los Angeles 102 @ RB4	14 San Diego 101 @ WebEx	15	16	17
18	19 State Holiday	20	21	22	23	24
25	26	27	28 San Diego 102 @ RB9	29	30	31

## February 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 Los Angeles 103 @ RB4	3 Los Angeles 103 @ RB4	4 Los Angeles 103 @ RB4	5 Los Angeles 103 @ RB4	6 Los Angeles 103 @ RB4	7
8	9	10 Fresno 104 @ RB5-Fresno	11 Riverside 101 @ WebEx	12 <b>State Holiday</b>	13	14
15	16 <b>State Holiday</b>	17 San Diego 103 @ RB9	18 San Diego 103 @ RB9	19 San Diego 103 @ RB9	20 San Diego 103 @ RB9	21
22	23 Los Angeles 103 @ RB4 <b>eSMR<sup>2</sup> Newsletter</b>	24 Los Angeles 103 @ RB4	25 Los Angeles 103 @ RB4	26 Los Angeles 103 @ RB4	27 Los Angeles 103 @ RB4	28

## March 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3 Riverside 102 @ RB8	4 Palm Desert 101 @ WebEx	5	6	7
8	9	10	11	12	13	14
15	16 Palm Desert 102 @ RB7	17 Los Angeles 104 @ RB4	18 San Diego 104 @ RB9	19	20	21
22	23 Riverside 103 @ RB8	24 Riverside 103 @ RB8	25 Riverside 103 @ RB8	26 Riverside 103 @ RB8	27	28
29	30	31 <b>State Holiday</b>				

### April 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7 Palm Desert 103 @ RB7	8 Palm Desert 103 @ RB7	9 Santa Rosa 101 @ WebEx	10	11
12	13	14 eSMR² 201 @ State Board	15	16	17	18
19	20	21 Santa Rosa 102 @ RB1	22	23 Riverside 104 @ RB8	24	25
26	27 eSMR² Newsletter	28	29	30		

### May 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5 Palm Desert 104 @ RB7	6 Lahontan 101 @ WebEx	7	8	9
10	11 Santa Rosa 103 @ RB1	12 Santa Rosa 103 @ RB1	13 Santa Rosa 103 @ RB1	14 Santa Rosa 103 @ RB1	15	16
17	18	19 Lahontan 102 @ South Lake Tahoe	20	21 Lahontan 102 @ Victorville	22	23
24	25 State Holiday	26	27	28	29	30/31

### June 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2 Central Coast 101 @ WebEx	3	4	5	6
7	8	9 Lahontan 103 @ South Lake Tahoe	10	11 Lahontan 103 @ Victorville	12	13
14	15	16 Santa Rosa 104 @ RB1	17	18	19	20
21	22	23 Central Coast 102 @ RB3	24	25	26	27
28	29 eSMR² Newsletter	30				

### July 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13 Central Coast 103 @ RB3	14 Central Coast 103 @ RB3	15 Central Coast 103 @ RB3	16 Central Coast 103 @ RB3	17	18
19	20	21 eSMR² 201 @ State Board	22	23	24	25
26	27	28	29	30	31	



### August 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18 Central Coast 104 @ RB3	19	20	21	22
23/31	24 eSMR <sup>2</sup> Newsletter	25	26	27	28	29/30

## VI. Appendix C – Staff Reference

### Outreach and Training Team

Name	Organization	Communication Channel Lead
Jarma Bennett	SWRCB	Meetings
Don Swiden	SWRCB	Training
Rassam Zarghami	SWRCB	Website
John Ginn	SWRCB	Newsletter
Jeni Shipley	SWRCB	
Mike Troughon	Larry Walker Associates	
Joy Castaing	Wallace Group	

### Regional Board Super Users

Name	Organization
	RB1 – Santa Rosa
	RB2 – San Francisco Bay
Sandy Cheek	RB3 – Central Coast
Russ Colby	RB4 – Los Angeles
George Day/Greg Cash	RB5R – Redding
George Day	RB5S – Sacramento
George Day	RB5F – Fresno
	RB6A – South Lake Tahoe
	RB6B – Victorville
John Carmona	RB7 – Palm Desert
	RB8 – Riverside
Melissa Valdovinos	RB9 – San Diego

### Discharger Liaisons

Name	Region	Organization
	RB1 – Santa Rosa	
	RB2 – San Francisco Bay	
Joy Castaing	RB3 – Central Coast	Wallace Group
Kay Yamamoto, Dan Pierce	RB4 – Los Angeles	City of Los Angeles
Mike Paulucci	RB5R – Redding	City of Yuba City
Mike Troughon	RB5S – Sacramento	Larry Walker Associates
	RB5F – Fresno	
	RB6A – South Lake Tahoe	
	RB6B – Victorville	
	RB7 – Palm Desert	
Rachel Van Exel	RB8 – Riverside	Orange County SD
Diane O'Donohue	RB9 – San Diego	City of San Diego

